Secure Document Monitor

Version 1.0

Administrator's Guide

Contents

Overview

Lexmark Secure Document Monitor (LSDM) helps protect hard-copy data by automatically capturing and routing content and user data from every document that passes through Lexmark devices. It routes the data to the organization's existing data loss prevention (DLP). It captures every document copied, scanned, faxed, or printed and gathers data discreetly without disrupting device speed.

Deployment readiness checklist

Deployment readiness checklist

Before you begin, make sure that:

- ☐ You have the following licenses:
    - – Application license
    - – Node-locked license for firmware functionality

- ☐ You have the following support:
   - – An available InnerView server

- ☐ You have the following
    - – An installed printer hard disk
    - – Printer firmware version 008.xx or later

Note: Internal printing options such as menu settings page, and print confirmation are not captured in the application.

Understanding the application

You may need administrative rights to configure the application.

Understanding the customer system design
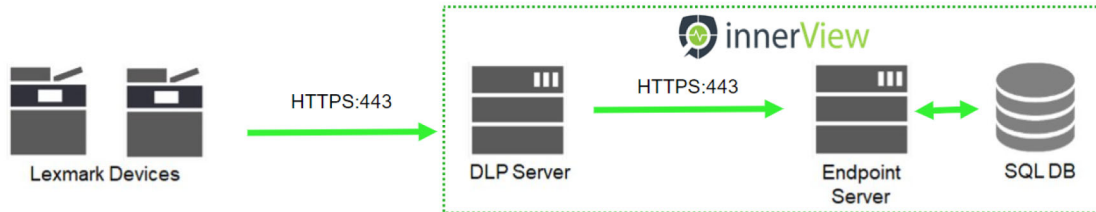
The following steps help in understanding the customer system design:

- All communication uses HTTPS through port 443.
- Lexmark multifunction product (MFP) sends TIFF images to the MFP ID server over a secured web service.
- The MFP ID server does the optical character recognition (OCR) and runs the Endpoint rule set against the pages.

Notes:

- If any violations are detected, then only the images in question are sent to the Endpoint server.
- End-to-end testing is required at all the relevant stages.

Configuring the application

You can deploy the application through Package Builder. For more information, see the *Package Builder User's Guide*.

Accessing the Embedded Web Server

1 Obtain the printer IP address. Do either of the following:

- Locate the IP address on the top of the printer home screen.
- From the printer home screen, touch **Settings** > **Network/Ports** > **Network Overview**.

2 Open a web browser, and then type the printer IP address.

Accessing the configuration page for the application using the Embedded Web Server

1 Open a Web browser, and then type the printer IP address.

   Notes:

- Locate the IP address on the printer home screen.
- View the IP address in the TCP/IP section of the Network/Ports menu.

2 Click **Settings** or **Configuration**.

3 Depending on your printer model, do one of the following:

- Click **Apps** > **Apps Management**.
- Click **Device Solutions** > **Solutions (eSF)**.
- Click **Embedded Solutions**.

4 Select the application from the list, and then click **Configure**.

Configuring server connection settings

You can deploy the application through Package Builder. For more information, see the *Package Builder User's Guide*.

1 From the Embedded Web Server, access the configuration page for the application.

2 From the Archive Server Connection Settings section, configure the secure document monitor settings.

- In the URL field, type the URL.

   Note: Use `http://hostname:8080/integrationserver` or `https://hostname:secureport/integrationserver`, where *hostname* is the host name or the IP address of the server and *secureport* is the port assigned for secure connection.

- Import the server certificate.

   Note: You can view the current value of the server certificate and reset the server value to default.

3 Apply the changes.

Configuring printer settings

1 From the Embedded Web Server, access the configuration page for the application.

2 From the Device Behavior Settings section, configure the printer settings.

> **Notes:**
>
> - Set the archive delay of pages between 0 and 60 seconds.
> - Set the heartbeat interval to 15 seconds or longer.
> - For more information on each setting, see the mouse-over help.

3 Apply the changes.

Importing or exporting a configuration file

Note: Importing configuration files overwrites the existing application configurations.

1 From the Embedded Web Server, click **Apps** > **Application Name** > **Configure**.

2 Click **Import/Export Configuration**.

3 Do either of the following:

- Browse to the configuration file, and then click **Import**.
- Click **Export**.

Licensing applications

Applications require an electronic license to run on some printers.

For more information, contact your Lexmark representative.

Troubleshooting

An application error has occurred

Try one or more of the following:

Check the system log

1 Open a web browser, and then type the printer IP address.

> **Notes:**
>
> - Locate the IP address on the printer home screen.
> - View the IP address in the TCP/IP section of the Network/Ports menu.

2 Click **Settings** or **Configuration**.

3 Depending on your printer model, do one of the following:

- Click **Apps** > **Apps Management**.
- Click **Device Solutions** > **Solutions (eSF)**.
- Click **Embedded Solutions**.

4 Click **System** > **Log**.

5 Select and submit the appropriate filters to view the log entries.

Adjust the scan settings

1 From the Embedded Web Server, access the application configuration page.

2 From the scanning options, select a lower scan resolution or turn off color scanning.

3 Click **Apply**.

Contact your solutions provider

If you still cannot resolve the problem, then contact your solutions provider.

Network connection or disk error has occurred

Try one or more of the following:

Make sure to install the printer hard disk

For more information, see the printer *User's Guide*.

Make sure that the printer hard disk is not defective

For more information, see the printer *User's Guide*.

Make sure that the printer hard disk has sufficient memory

For more information, see the printer *User's Guide*.

Contact your administrator

If you still cannot resolve the problem, then contact your administrator.

Jobs do not appear in the server

Try one or more of the following:

Make sure that the server settings are configured correctly

For more information, see .

Make sure that the URL for the integration server is correct

When typing a URL, use either of the following:
- **http://*hostname*:8080/integrationserver**
- **https://*hostname*:*secureport*/integrationserver**

where **hostname** is the host name or IP address of the server and **secureport** is the port assigned for secure connection.

Make sure that the network cables are connected securely and that the network settings of the printer are configured correctly

For more information, see the *Networking Guide*.

Contact your administrator

If you still cannot resolve the problem, then contact your administrator.

License error

Try one or more of the following:

Make sure that the application is licensed

For more information on purchasing a license, contact your Lexmark representative.

Make sure that the license is up-to-date

1 Open a web browser, and then type the printer IP address.

Notes:
- Locate the IP address on the printer home screen.

- View the printer IP address in the TCP/IP section of the Network/Ports menu.

2 Click **Settings** or **Configuration**.

3 Depending on your printer model, do one of the following:

- Click **Apps** > **Apps Management**.
- Click **Device Solutions** > **Solutions (eSF)**.
- Click **Embedded Solutions**.

4 Click the license status of the application from the list.

5 Update the license.

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